

# **Portal Authority Board of Directors**

## **MINUTES**

### **Portal Authority Board of Directors Monthly Meeting**

**May 5, 2005**

**1:30 p.m. – 4:00 p.m.**

**Office of the Secretary of State**

**1560 Broadway (Denver Post Building)**

**Main Conference Room, Suite 200**

**Denver, CO**

#### **I. Call to Order: 1:35 p.m., Donetta Davidson, Chair**

##### **A. Roll Call**

Attendees: Arrowsmith, Rep. Cadman, Davidson, Feingold, Jenik, Sen. May, Sobanet, Wells, Williams, T.

Excused: Cooke, Sen. Groff, Marroney, and Vogt

Notes transcribed by Angie Onorofskie, Statewide Internet Portal Authority

A quorum was not established at the beginning of the meeting. Chairperson Davis moved onto the second agenda item: Report from the Interim CEO.

#### **II. Report from the Interim CEO, Gregg Rippy**

##### **A. Vendor Selection Process Status**

The Negotiations Committee and IV&V team have been meeting diligently to work on the NIC contract. This will be discussed further in new business.

##### **B. Road Show Report**

Gregg Rippy gave a brief report of the Road Show. He noted that about 95-98% of the objectives were met. There was often a misconception about what the portal was going to do, and the name Statewide Internet Portal Authority is misleading. Understanding citizens' needs was the most important critical success factor. The Road Show summary was sent to Board members and participants, and it will also be posted to the SIPA web site.

##### **C. Task Order Status**

Task Order 1 has been approved. Gregg asked the Board if they prefer hard or electronic copies of the task orders and reports. Gregg asked Richard Westfall if the Board could e-vote for future task orders. Richard responded that action could be taken by e-vote if necessary as long as the vote is ratified at the next open meeting.



**Discussion:**

Donetta Davidson would like to do a conference call after the Board has a chance to look over the task orders in detail.

Richard Westfall responded that if the Board wants to delegate responsibility to the Interim CEO then the official action would be done today. There can still be discussion by the Board, but another meeting would not have to occur.

Gregg Rippy noted that there would be a lot of stuff coming up in the near future in terms of contracts.

Tambor Williams asked if Richard was asking the Board to give Gregg Rippy the authority to sign the NIC contract. At this point, Tambor does not believe the contract is ready to be signed. She has several comments about the contract that she gave to Gregg.

Gregg Rippy responded that he certainly would not sign anything without prior Board approval.

Tambor Williams acknowledged that the Board should decide specific logistics.

Donetta Davidson added that everyone is very nervous about the contracts.

Henry Sobanet agreed and added that the Board believes Gregg, the Negotiations Committee, legal counsel and the IV&V have been working hard. However, he doesn't want the Board to take unnecessary action.

Donetta Davidson is concerned that SIPA doesn't have a project manager.

Gregg Rippy responded that SIPA actually does have a project manager as a part of the IV&V. We are working on tucking in corners. Gregg Rippy added that NIC representatives are present at the meeting and are willing to answer any questions. He also added that the IV&V has been working very hard on many of the issues that the Board is concerned about.

**D. IV&V Report**

In addition to working on the contract issues, the IV&V has also been working on a communication plan (handed to the Board). It is in draft form because we want to make sure that everything is technically correct and gives a consistent message. The IV&V team has also met with OIT to make sure they are on the same page.

**E. IV&V Key Learnings –**

The IV&V learnings were a part of our due diligence. They found that one of the main problems is that citizen adoption of portals is capping at about 15%. Therefore, we need to make sure that we are citizen centric.



**Discussion:**

Senator May thinks that it seems like the people from the departments would be helpful in deciding what products to deliver to citizens.

Bob Feingold added that a lot of the State CIOs have achieved a higher adoption rate than 15% already.

Gregg Rippy agreed. For example, Higher Ed has very high adoption rates. They are doing a lot of great things. Gregg reported that he gave a presentation to Higher Ed CIOs Tuesday, and it was a great meeting. The portal has the opportunity to work on a lot of things that Higher Ed needs.

**F. Other Communication Activities:**

CIMA is coming up, and we will be going to another CGAIT meeting. Kevin Capp is here today from the City of Castle Rock representing CGAIT. There will also be meetings with local government officials eventually.

**Discussion:**

Jack Arrowsmith reported that people have been contacting him to ask when the Road Show is coming to the urban area.

Gregg Rippy responded that the eRoom will be a great tool for everyone to use and will keep people throughout the entire state informed.

Sen. May stated that SIPA needs successes in the state before we go out into cities and counties.

Gregg Rippy respectfully disagreed. He stated that in the SIPA vision, we are talking about a single point of access. We have a global view of citizens. Involving cities and counties is all part of the process.

Jack Arrowsmith agreed and added that municipalities' planning season is several years out. They need to have the portal on their radar now.

Gregg Rippy also added that even though the contract is not signed, NIC is meeting with various stakeholders. We certainly do not have a shortage of agencies that want early wins.

Sen. May reported that he is getting questions about when the portal will be up and running. He thinks that we have been talking about this for so long; it's time to get a big win quick.

Rich Olsen from NIC stated that some of those quick wins, such as drivers license renewal etc. would be very visible.



Gregg Rippy added that the CIO from CSU asked if we would continue to have meetings with cities, counties, higher education, etc. Gregg responded yes because communication is a continuous process.

#### **G. eRoom Presentation**

Gregg Rippy introduced Blair Kin from Deloitte to present the eRoom.

Blair Kin stated that the Board has been talking a lot about communication and collaboration. The eRoom is a document repository, but there are also additional tools. The eRoom can target specific audiences with specific information.

Using the eRoom for the first time can be a very frustrating process, but Deloitte has designed instructions to help you.

The first section of the eRoom is outward facing and directed to whomever you want. We are still in the process of loading documents onto the SIPA eRoom. The eRoom will protect SIPA from crashes because documents will be stored in another location. The discussion forum will be very useful especially for the Board.

Mr. Kin showed the Board the various areas of the eRoom.

Gregg Rippy stated that SIPA would have more requests for applications and services in the future. The eRoom will help filter and process requests and help with prioritization.

Blair Kin added that there are many ways to slice the eRoom. Some people will use it every day and others will hardly use it.

#### **Discussion:**

Jack Arrowsmith asked if a dumb terminal could be used.

Blair Kin responded that all you need is an Internet browser.

Jack Arrowsmith asked what successes Deloitte has had with the eRoom.

Blair Kin answered that Deloitte is a virtual organization, so they have had several successes.

### **III. Committee Reports**

#### **A. Business Committee, Jack Arrowsmith**

Jack Arrowsmith spoke on behalf of Michael Cooke, as she regretted not being able to attend the meeting. Mr. Arrowsmith reported that the SIPA website received 3,705 hits during the month of March.



Gregg Rippy asked for a meeting with the Business Committee to discuss the Treasury MOU next week. Gregg stated that he has met several times with Ben Stein, and SIPA must continue these communications about the payment engine.

***ACTION ITEM: Gregg Rippy will send a request for meeting availability next week.***

**B. Financial Committee, Henry Sobanet**

Henry Sobanet reported that SIPA has exhausted the initial budget. However, the budget lasted longer than the expected timeframe. Governor Owens approved an additional infusion of \$200,000 into the SIPA account. Henry reported that SIPA is in good shape until a new budget is created.

**B. Negotiation Committee, Gregg Rippy**

Gregg Rippy deferred the Negotiation Committee report to an item for discussion in new business.

**C. Personnel Committee, Rep. Cadman**

Rep. Cadman passed to Board members the proposed job description for advertising the Executive Director position. There was a very extensive version of the job description and a small advertisement version. The total proposed budget for advertising and other search expenses is about \$2,000. Rep. Cadman also recommended that a close date be added to the advertisement.

**Discussion:**

Bob Feingold asked what application the committee plans to use.

Jeff Wells suggested that if the committee sends the job description to him, he can put it on the Department of Personnel and Administration website, and SIPA can take advantage of the standard application used by the department.

Rep. Cadman commented that he had considered that option, but he thought it was only for State agency use.

Jeff Wells answered that it is okay to use the service even though SIPA is not a State agency.

Rep. Cadman recommended that the ad should run for three weeks, and applications can be received up to one week after the last advertised date.

The Board asked Gregg Rippy whether or not he could continue to serve as the Interim CEO during the proposed timeframe.

Gregg Rippy answered that he can continue to work out of his office in Glenwood Springs, communicating by phone and e-mail and traveling to Denver for meetings as needed.



**MOTION:** to go forward with the proposed job description and timeframe with a budget of about \$2,000.

Cadman/ Arrowsmith  
APPROVED UNANIMOUSLY

#### **IV. Old Business**

No discussion.

#### **V. New Business**

##### **A. NIC Contract**

The Board received the draft NIC contract. CIOs from the Department of Regulatory Agencies reviewed the draft contract extensively and came up with additional comments.

***ACTION ITEM: Tina Camblin of DORA will e-mail the electronic version of the comments to Angie Onorofskie to distribute to the Board.***

Gregg Rippe reported that he attempted to explain how the contract will work functionally in the overview he sent along with the draft contract to the Board. The draft contract in the RFP was task order driven, and the NIC contract is also task order driven with the following two forms of task orders:

1. **Annual Business Plan** – due 120 days after the contract is signed, and is essentially the one-year task order. The control for SIPA is that all activities in the Annual Business Plan will constitute “portal services” and require annual approval from the Board. The SIPA Board and the Executive Director are responsible for prioritizing the applications and services. All “portal services” will be paid out of portal revenues and constitute the “self-funding” portion of the project.

2. **Task Orders** – these are applications or services that either the SIPA Board feels need to be implemented immediately or they are not in the Annual Business Plan. The task order would clearly spell out the deliverable, schedule, performance measures and payment. There proposed task orders at this point include: communication and collaboration toolset (e-mail, calendar, etc.), content management, identity management and enterprise directory. These would be paid for by SIPA funds, and are estimated to cost \$2.7 million. NIC will not mark up any costs; they will simply be passed through from the vendor. NIC is working with Colorado Data Services and they think they can make a very affordable deal.

From the beginning, Gregg, Legal Counsel and the Negotiation Committee have been working diligently to make sure that this contract is in alignment with the



model contract in the RFP. There is also a sample business plan attached to the NIC contract.

The Annual Business Plan gives the Board two hooks for control including: approval of the Annual Business Plan and the Board prioritizes what applications and services are rolled out.

Gregg Rippe introduced Brad Bradley, Executive Vice President and Corporate Counsel of NIC.

Mr. Bradley introduced Keith Shraad, Regional Manager, NIC; Rich Olsen, General Manager, Colorado Interactive, a subsidiary of NIC; Mark Church, Technical Lead, Colorado Interactive and JD Holland who is shadowing Mr. Bradley.

**Discussion:**

Senator May stated that we need to be careful about TABOR with whatever we do. He is concerned about using Colorado Data Services for this reason.

Brad Bradley responded that NIC would be paying for services from Colorado Data Services. It is in the best interest of NIC as much as it is for SIPA to stay out of trouble.

Henry Sobanet stated that it would still be subject to TABOR.

Jeff Wells stated that they are still running the numbers, but they think they can work it out.

Henry Sobanet said SIPA should make sure that this is financed appropriately so that we do not have TABOR issues.

Donetta Davidson asked about the agencies that have already developed their own online services and applications.

Brad Bradley answered that every state has always had some online applications and services, some more than others. NIC never forces anyone to change. What they do is look for those applications not yet deployed. Many agencies will actually be able to leverage portal services to their benefit.

Donetta Davidson asked about the old Legacy system and if it is included in the contract.

Bob Feingold stated that it is in the contract, as the contract describes the processes. The technical details will be covered in the EGE agreements.



Brad Bradley added that any agency could choose what they want to do. It is a meeting of the minds between SIPA and the agency. There will be a standardized process.

Sen. May asked about agencies with several credit card agreements.

Brad Bradley responded that they could usually find a way for them to migrate.

Donetta Davidson asked how security would be handled?

Brad Bradley responded that they generally use a state network.

Donetta Davidson asked if they would do an assessment to make sure it is secure.

Brad Bradley answered yes. The network has to be built to the proper specifications.

Gregg Rippey added that one of the early issues is developing a standard migration plan.

Jack Arrowsmith asked if business continuance and disaster recovery were covered.

Greg Jenik asked how it is resolved if they find faults in the network. He asked if it is a state agency problem, is it the responsibility of the state agency to fix it.

Brad Bradley responded that NIC is not responsible for the state network. DPA is responsible.

Donetta Davidson feels uncomfortable with security.

Brad Bradley reassured her by saying that all of the networks that NIC uses are subject to audit.

Donetta replied that she looks very forward to the report.

Greg Jenik asked if NIC has enough staff to cover if many cities and counties want to come on board.

Brad Bradley responded that it is in everybody's best interest to grow resources.

Greg Jenik asked how we respond to RFPs.

Brad Bradley answered that for the most part we can offer services for no cost to cities and counties; therefore, RFPs are not necessary.



Sen. May stated that we cannot affect the amount an agency can charge for a service.

Brad Bradley replied that there are not plans to affect the statutory fees.

Gregg Rippy stated that everyone has been very cognizant of this. SIPA also has to make sure that we are in compliance with UETA.

Brad Bradley stated to the Board that NIC understands why they have questions and they expect questions.

Gregg Rippy added that it has taken himself and the Negotiations Committee awhile to get their arms around all of this stuff. Basically, the concept of the business plan is to maintain control while maintaining flexibility at the same time.

Richard Westfall stated that they really made sure that everything in the contract was aligned with the initial RFP. There was a lot of due diligence. Those self-funded applications are now called portal services. The Portal Authority can be considered a value-added delta to the Board, NIC, State agencies, cities, counties etc. There are several checkpoints and audits and it must remain transparent.

Gregg Rippy added that if a year from now we decide we do not want to continue to do business with NIC, we have everything in the contract to continue services and sustainability. There are really no risks. In terms of intellectual property and ownership of hardware, we looked at the worse case scenario and the contract reflects that.

Donetta Davidson asked NIC if they have states where IV& V is the same as those who develop task orders.

Richard Westfall stated that it is very unusual for NIC to work with IV&V. The roles were a challenge, but there have been extensive meetings with IV&V and NIC. It was difficult to understand who was responsible for what. Donetta's concern is with IV& V having a dual job. She worries that they are telling the Board what to do and monitoring it.

Brad Bradley responded that the IV&V actually works for the Board not NIC.

Sen. May stated that IV&V would eventually level off at some point when what we need done gets done.

Gregg Rippy responded that it is actually more like a curve that goes up and down. As we gain resources, the process begins again when new applications and services are continually added. The IV&V doesn't propose a task order – SIPA does. The IV&V then gives SIPA feedback and support. Gregg Rippy introduced Bob Halsey of SysTest.



Jack Arrowsmith really likes the term value-added delta. He asked how it works in the contract. He asked if the Board get a piece of this.

Gregg Rippy answered that it is tied to the business plan. The less the Board takes back, the more gets put into services. We need to cover costs, but we don't necessarily need a capital reserve. For example, Kansas has money in an account, and they don't know what to do with it.

Gregg Rippy asked the Board how they want to move forward at this point. He understands the concerns, but he would like to get a contract signed next week.

Henry Sobanet stated that timeliness is his last priority.

Richard Westfall stated that it is important to have a good contract from the beginning. All questions should be answered now rather than later

***ACTION ITEM: There will be a Board meeting Wednesday, May 11 at 1:30 p.m. at the Secretary of State's office to work on the contract, IV&V task orders and the communication plan.***

#### **B. SysTest Task Orders**

These will be discussed at the meeting Wednesday.

#### **C. Deloitte Waiver**

Richard Westfall received a note from the IV&V legal counsel. Since Deloitte is a subcontractor to SysTest, Deloitte's lawyers insist that there be certain caps on the level of exposure that Deloitte is involved.

Deloitte wants a cap to limit its responsibilities. They will only comply with their subcontract with SysTest, which requires a waiver with the SysTest contract. SysTest is willing to cover the differential since Deloitte is in fact a subcontractor to them.

Richard Westfall asked that the Board delegate him the authority to negotiate a waiver with the IV&V legal counsel.

**MOTION:** to delegate Richard Westfall the authority to negotiate a waiver with the IV&V legal counsel.

Wells/ Feingold  
APPROVED UNANIMOUSLY



#### **D. Upcoming Events**

Bob Feingold asked which Board members will be attending the upcoming conferences and if SIPA would reimburse members for their costs.

Gregg Rippy responded that perhaps we could task legal counsel with looking at how other Boards handle reimbursements.

Jeff Wells stated that IMC pays for members to go to the Digital Government summit. Some of the members will be going to the conferences anyway, on behalf of their department.

**MOTION:** to approve that any member who wants to attend any of the upcoming conferences be reimbursed by SIPA.

Arrowsmith/ Wells  
APPROVED UNANIMOUSLY

#### **VI. Approval of April 7, 2005 Minutes, Donetta Davidson, Chair**

Chair, Donetta Davidson called for a motion to approve the April 7, 2005 Statewide Internet Portal Authority Board of Directors Meeting Minutes.

**MOTION:** to approve the April 7, 2005 Statewide Internet Portal Authority Board of Directors Meeting Minutes.

Jenik/Arrowsmith  
APPROVED UNANIMOUSLY

#### **VII. Agenda Items for Next Meeting**

- Vendor selection process status
- Task order status
- Performance measures development status
- Communications plan update
- Business processes update
- Roadmap update
- Operations financial summary

***Next meeting is scheduled for:***

Wednesday, May 11, 2005

1:30 p.m. – 4:00 p.m.

Office of the Secretary of State

1560 Broadway (Denver Post Building)

Main Conference Room, Suite 200

Denver, CO



## **VIII. Adjournment**

Chair, Donetta Davidson called for a motion to adjourn the May 5, 2005 SIPA Board of Directors meeting.

MOTION: to adjourn the May 5, 2005 SIPA Board of Directors meeting.

Wells/Sobanet

APPROVED UNANIMOUSLY

The meeting adjourned at 3:45 p.m.